Remote Administration Services for BMC Client Management (BCM)

RightStar offers remote administration for customers using BMC Client Management. As a leading provider of asset management solutions, as well as an authorized BMC Level 1 support partner, RightStar has the expertise and experience to manage BMC Client Management operations for maximum effectiveness.

Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of BMC Client Management. All levels of the IT department can benefit from RightStar's customization and administration of BMC Client Management. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Analysts and administrators will enhance their knowledge of the BCM solution.

RightStar's Remote Administration Program provides the following services:

ADMINISTRATORS
- Create and manage BCM Administrator Accounts
- Organize Administrators into security groups
- Set up security permissions for security groups based on roles

GLOBAL SETTINGS
- Set up basic rollout packages for device installations
- Manage relay lists for agent communication
- Configure Directory Servers for importing users, administrators, and devices

ASSET DISCOVERY
- Configure new Asset Discovery Scans
- Schedule scans to find new network devices at specified times

QUERIES
- Set up queries to return information needed for Dynamic Device Groups, Security Groups, and Reports

DEVICE GROUPS
- Configure dynamic and static device groups to segregate machines by type, department, or other desired criteria
- Set up groups to import desired devices from Active Directory

INVENTORY MANAGEMENT
- Configure hardware and software inventory modules to update devices as needed for the environment

PATCH MANAGEMENT
- Configure patch manager to download configuration files on a schedule
- Configure patch inventory scans to ensure devices update their inventories as needed

OPERATIONAL RULES
- Configure rules as requested to perform operations on devices
- Schedule rules for multiple runs

COMPLIANCE MANAGEMENT
- Configure compliance rules based on criteria provided by the customer
- Set up dynamic device groups for devices that are and are not compliant as needed

REPORTING
- Configure reports to return information as needed to meet customer requirements
- Configure queries required for reporting

APPLICATION MANAGEMENT
- Configure prohibited application lists as requested
- Configure monito red application lists to return usage data for desired applications
- Configure agents to automatically upload usage data
- Set up reporting based on the application lists used
- Configure software license titles to manage installed counts for specified applications

Add-On Remote Administration Services for BMC Client Management
RightStar may identify recommended BMC Client Management configurations and usage that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost. The following remote administration tasks can be performed under a separate Statement of Work:
- Integrations with any BMC or non-BMC products or systems
- Configuration of software packages and Operating System Deployment
- Training for non BCM administrators

Consultant Availability and Response Times
Subscribers to RightSta r's Remote Administration Program receive priori ty access to a senior BCM consultant. The consultant will be available for non-emergency maintenance on a scheduled basis.

For remote support, RightStar operates under the following terms:
Customer is responsible for the administration/operation of their workstations and servers
Windows workstation patching SLA from the time available to BCM, 90% of active agents:
1 – Critical, 24 business hours
2 – Important, 48 business hours
3-5, 5 business days

Offering	Hours of Operation	Services	Response Goal
Remote Support	9-6 Eastern, M-F, or as scheduled in advance	• Web • Email • Phone	2 business hours